

ABSTRACT

1 A method of mapping status messages of monitored objects to service
2 elements in an IT-infrastructure-management system is provided. The service
3 elements and their dependencies being represented by an element graph
4 having directed links between service elements, thereby defining higher-level
5 and lower-level service elements. The method includes directing a status
6 message to at least one higher-level service element; ascertaining, at the
7 higher-level service element, whether the status message pertains to a lower-
8 level service element connected with the higher-level service element; down-
9 wardly propagating of the status message to said lower-level service element
10 in response to a positive outcome in the action of ascertaining.